# MANIPUR GAZETTE

**E X T R A O R D I N A R Y**
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**LILONG (THOUBAL) MUNICIPAL COUNCIL : MANIPUR**

**N O T I F I C A T I O N**

Lilong, the 14th August, 2025

**No. 4/1/2024-LTMC**: This is to notify that the Service Level Benchmark of this Council for maintaining the standards of deliveries in basic essential services such as Water Supply, Sewerage, Solid Waste Management and Storm Water Drainage for the years 2020-21 to 2025-26 is hereby published for information to general public as given in Annexure 1.

AWUNGSHI PHUNGREI,
Sr. Chief Executive Officer,
Lilong (Thoubal) Municipal Council.

**Annexure I**

| **i. Water Supply Services** | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Sl. No.** | **Indicator** | **MoHUA Benchmark** | **Actual Indicator 2020-21** | **Actual Indicator 2021-22** | **Actual Indicator 2022-23** | **Actual Indicator 2023-24** | **Actual Indicator 2024-25** | **Target 2025-26** |
| 1 | Extent of non-revenue water (NRW) | **20%** | 40 | 35 | 32 | 28 | 25 | 20 |
| 2 | Efficiency in redressal of customer complaints | **80%** | 80 | 80 | 80 | 80 | 80 | 80 |
| 3 | Cost recovery in water supply service | **100%** | 50 | 50 | 50 | 50 | 50 | 100 |
| 4 | Extent of metering of water connections | **100%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Continuity of Water Supply | **24 hours** | 1 hr | 1 hr | 1 hr | 1 hr | 1 hr | 1 hr 30 mins |
| 6 | Efficiency in collection of water supply-related charges | **90%** | 30 | 35 | 40 | 45 | 45 | 90 |
| 7 | Per capita supply of water (lpcd) | **135 lpcd** | 70lpcd | 70lpcd | 70lpcd | 70lpcd | 70lpcd | 70lpcd |
| 8 | Quality of water supplied | **100%** | **100 %** | **100 %** | **100 %** | **100 %** | **100 %** | **100%** |
| 9 | Coverage of water supply connections in % | **100%** | 25 | 28 | 30 | 35 | 38 | 100 |
| | | | | | | | | |
| **ii. Sewage Management (Sewerage and Sanitation)** | | | | | | | | |
| 1 | Efficiency in collection of waste water charges | **90%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | Coverage of waste water network services | **100%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Extent of cost recovery in waste water management | **100%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Coverage of toilets | **100%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Collection efficiency of waste water network | **100%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Adequacy of waste water treatment capacity | **100%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Quality of waste water treatment | **100%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | Extent of reuse and recycling of waste water | **20%** | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | Efficiency in redressal of customer complaints | **80%** | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | |
| **iii. Solid Waste Management** | | | | | | | | |
| 1 | Extent of municipal solid waste recovered | **80%** | 5 | 15 | 20 | 25 | 30 | 60 |
| 2 | Household level coverage of solid waste management services | **100%** | 35 | 40 | 45 | 55 | 60 | 100 |
| 3 | Extent of cost recovery in SWM services | **100%** | 30 | 40 | 40 | 45 | 50 | 100 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 4 | Efficiency of collection of municipal solid waste | **100%** | 40 | 45 | 50 | 60 | 65 | 100 |
| 5 | Extent of segregation of municipal solid waste | **100%** | 10 | 20 | 30 | 40 | 50 | 100 |
| 6 | Extent of scientific disposal of municipal solid waste | **100%** | 0 | 0 | 0 | 10 | 20 | 50 |
| 7 | Efficiency of collection of SWM related user charges | **90%** | 20 | 25 | 40 | 45 | 50 | 100 |
| 8 | Efficiency in redressal of customer complaints | **80%** | 30 | 35 | 40 | 50 | 65 | 100 |
| | | | | | | | | |
| **iv. Storm Water Drainage** | | | | | | | | |
| 1 | Coverage of Storm Water Drainage Network | **100%** | 25 | 30 | 40 | 40 | 45 | 100 |
| 2 | Incidence of water logging | **0%** | 15 | 10 | 10 | 10 | 10 | 0 |
| | | | | | | | | |
| 1 | Coverage of Water supply (24X7) in all Public/Community Toilets | **24 Hrs** | 24hrs | 24hrs | 24hrs | 24hrs | 24hrs | 24hrs |
| 2 | Percentage of waste being processed Scientifically | **100%** | 0 | 0 | 0 | 0 | 0 | 20 |

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